



PHARMACY SERVICES

Office of the Medical Director

Contact the Editor: OMD@dmh.lacounty.gov

The Pharmacy Connection

A forum for pharmacy related news and updates for DMH programs

March 12, 2012

A Message from the Medical Director, Roderick Shaner, M.D.

The Integrated System (IS) will be shut down beginning Friday, March 16, 2012 at 5:00 pm until Monday, April 2, 2012 at 8:00 am in order to implement mandatory upgrades to comply with Health Insurance Portability and Accountability Act of 1996 (HIPAA) 5010 requirements. During this two week period, the IS will NOT be available to open or view episodes or submit prescriptions.

To assure that all prescriptions are entered in the IS before the shutdown, all directly operated providers must enter all prescriptions into the IS no later than Friday, March 16, 2012, before 5:00 pm. Timely IS entry of prescriptions (prior to the shut down and immediately after the IS is operational) will prevent reimbursement problems. The Department expects the changes to be complete and the IS to be available again on Monday, April 2, 2012.

Please refer to the attached procedures for processing prescriptions during the IS shut down.

If you have any questions, please contact DMH Pharmacy Services at (213) 738-4725.

To access previous bulletins, go to the DMH Pharmacy webpage: http://dmh.lacounty.gov/wps/portal/dmh/clinical_tools/clinical_pharmacy

Pharmacy Services	550 S. Vermont Ave., 9th Floor, Los Angeles, CA 90020	Phone: (213) 738-4725
-------------------	---	-----------------------



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
PHARMACY SERVICES**

**CLINIC PROCEDURES FOR PROCESSING PRESCRIPTIONS DURING THE
INTEGRATED SYSTEM (IS) SHUT DOWN**

- I. Clinic prescriptions shall be written on the PATS prescription pads or regular prescription pads with the following minor changes in procedures:
 - A. The prescriber's first and last name and clinic phone number should be written on each prescription, if not already included. Also, enter the patient's DMH IS number and the PATS Card number on the prescription. This is especially important for new patients.
 - B. Prescribers may either use the PATS prescription pad or regular prescription pad.
 - C. If the PATS prescription pad is used:
 1. The prescriber's first and last name and clinic phone number must be **HANDWRITTEN** (press hard) to be visible on the yellow carbon copy. Personalized name stamps will not transfer and therefore cannot be used unless the yellow copy is also stamped.
 2. The yellow copy is to be kept on file for purposes of entry into PATS after the system is operational. Please note that the yellow copy omits the signature field, which is why the **prescriber's/furnisher's name and signature must be printed separately on the yellow copy of the PATS prescription.**
 3. Copies should be filed ALPHABETICALLY at the clinic by patient last name to promote ease of retrieval in case of pharmacy or patient inquiry.
 4. The ORIGINAL SIGNED PRESCRIPTION (white copy) MUST be given to the patient to bring to the pharmacy.
 - D. If a REGULAR prescription pad is used (i.e. blue Centers for Medicare and Medicaid Services prescription) :
 1. The prescriber's first and last name and clinic phone number must be **HANDWRITTEN** or stamped onto the prescription. Note: The patient's DMH IS number and the PATS Card number must be written on the prescription.
 2. The drug code must also be handwritten onto the prescription.
 3. A photocopy must be made and kept on file for purposes of entry into PATS after the system is operational.

4. Copies should be filed ALPHABETICALLY at the clinic by patient last name to promote ease of retrieval in case of pharmacy or patient inquiry.
 5. The ORIGINAL SIGNED PRESCRIPTION MUST be given to the patient to bring to the pharmacy.
- II. Copies of original prescriptions and yellow copies can be filed together at the clinic. Once again, alphabetical hanging or manila files should be used to organize these records by last name, as we anticipate that pharmacies will call regarding lost prescriptions or missing information.
- III. Upon receiving notice that the system is once again operational, all new prescriptions are to be manually entered into PATS ASAP.
- Please enter the original date the prescription was written, not the date of manual computer entry.
- IV. Note to Prescribers: Please print legibly and clearly especially if writing multiple prescriptions, as clerical staff will need to accurately re-enter this information into the system once the system is functional.

If you have any questions, please contact DMH Pharmacy Services at (213) 738-4725.